



POLICE SERVICES

Chief Steve Conrad

Mission Statement:

The mission of the Glendale Police Department is to protect the lives and property of the people we serve.

Department Description:

The Glendale Police Department is committed to preventing crime, maintaining order, and providing support to numerous events held within the city. The organization continues to emphasize the development of professional knowledge and leadership skills within our ranks and retain exemplary men and women who reflect our community. Emphasis is placed on progressive, innovative techniques and emerging technologies in order to accomplish our mission. A partnership with our citizens and consistent engagement of our community allow us to formulate policing strategies that are critical to our mission. The Glendale Police Department provides the most effective possible response to law enforcement emergencies, neighborhood problems and the enforcement of traffic laws, ensuring that Glendale continues to be a desirable place to live, raise a family, educate, recreate and do business. Everything done, collectively or individually, is done in accordance with department values and objectives.

FISCAL YEAR 2012

| GOALS | |
|---|---|
| Goal | Enhance response to crime. |
| Related Council Goal | One community focused on public safety. |
| Activities | <ul style="list-style-type: none">• Identify and arrest more repeat offenders.• Enhance victim services and communications.• Target and attack crime in “hotspots” through analysis of patterns and trends. |
| Expected Outcomes (Perf. Measures) | Reduce Part I crimes by 5%. Part I crimes are those crimes that involve murder, rape, robbery, aggravated assault, burglary, theft auto theft and arson. |
| Time Commitment | This goal involves an ongoing time commitment. Efforts to reduce crime are a constant goal in order to improve the lives of the public. |
| Expected Challenges | Economic conditions require the evaluation and implementation of more efficient and effective crime prevention and control strategies. |
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| Goal | Enhance community outreach. |

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|---|---|
| Related Council Goal | One community focused on public safety |
| Activities | <ul style="list-style-type: none"> • Increase promotion of Neighborhood Watch Groups • Increase direct contact with citizens and organized citizen groups. • Conduct Citizen Customer Service Survey • Improve Volunteer Program participation. |
| Expected Outcomes (Perf. Measures) | Increase citizen contacts through increased programming and increased participation. |
| Time Commitment | This goal involves an ongoing time commitment. The Glendale Police promote the Community Policing philosophy that seeks to actively involve the community in the development and application of strategies to address public safety issues. |
| Expected Challenges | Strained resources may adversely impact the ability to dedicate desired time to outreach efforts in order to respond to priority calls for service. |

FISCAL YEAR 2011

Area of Innovation:

- Smart Policing Initiative – Partnering with the ASU’s Center for Violence Prevention and Community Safety with a grant from the Bureau of Justice Assistance (BJA) the department used community policing problem solving methods to target and reduce crime and disorder. Multifaceted approaches addressed neighborhood crime problems resulting in significant crime reductions.
- Restructured Approach to Investigations – A Night Detective Squad was created to enhance response to high profile crimes after hours. Property Crime detectives were assigned to the Patrol Divisions to improve coordination with patrol officers.
- External Partnerships - The Criminal Investigations Division is in the process of developing a formal ongoing partnership with the Federal Bureau of Investigations, the U.S. Secret Service, and the U.S. Marshals Service to aide in the enhanced service to victims of crime within Glendale.
- In-Car Video Cameras – A COPS Office grant enabled the installation of in-car video cameras in department patrol vehicles enhancing officer safety, accountability, and prosecutions.

Accomplishments:

- Glendale was recognized as one of the Top 10 Safest Cities in America by Forbes Magazine based on violent crime rates and fatal traffic accidents. Violent crime (murder, rape, robbery and aggravated assault) declined 14% in 2010. Three of four categories of property crime (burglary, auto theft and arson) declined 15.6%.
- The Department secured three grants to assist funding replacement of the current

CAD/RMS hardware and software which are over 20 years old. Officers now have more access to information through the newly activated access to the Justice Web Interface, COPLINK and WISE-Net.

- Patrol Commanders continue to meet regularly with citizen groups who act in an advisory capacity providing information and input on community concerns. Patrol Divisions host quarterly meetings with citizens to discuss crime trends and provide crime prevention options.

| GOAL UPDATES | |
|--|---|
| Goal | Enhance response to crime. |
| Related Council Goal | One community focused on public safety. |
| Was the goal met? | Yes. |
| What were the Performance Measures? | Violent crimes (murder, rape, robbery and aggravated assaults) declined 14% in 2010. Property crime of burglary, stolen vehicles and arson are down by a total of 15.6%. |
| Obstacles/Challenges | Economic conditions required organizational and procedural changes in order to maintain services. |
| | |
| Goal | Enhance community outreach. |
| Related Council Goal | One community focused on public safety. |
| Was the goal met? | Yes. |
| What were the Performance Measures? | Thirty seven new Neighborhood Watch groups were formed and department personnel significantly increased public contacts through meetings and presentations. Citizens contributed more than 12,000 hours of service to the department. |
| Obstacles/Challenges | Finding new and innovative ways to engage and involve the public. |

FISCAL YEAR 2010

Area of Innovation:

- The department works diligently to provide up-to-date technology and equipment. During 2009, federal grant funding was obtained for an in-car video camera recording system that will be installed in the coming months. A number of projects were implemented to provide new access to databases of information; the Justice Web Interface provides improved access to ACIC, NLETS, NCIC and other criminal justice databases at unusual locations such as field surveillance locations, the DUI van and the stadium. Glendale joined Phoenix COPLINK – an analytical program providing central data warehouse enabling agencies to easily combine crime and intelligence data quickly. New police radios provide access to other jurisdictions such as Phoenix, Tolleson, Tempe, Goodyear, and many other channels throughout the Valley and the

region as well as national talk channels. These combined enhancements bring vast amounts of information to the police officer and enables them to address crime more effectively.

Accomplishments:

- Overall UCR Part 1 Crime fell 7.6% in 2009 in Glendale. Violent crime (homicide, rape, robbery and aggravated assault) is down 13.7%; it has not been this low since 1996. Property Crime (burglary, theft, and auto theft) is down 7% which returns us to 2007 levels. Priority 1, 3, 4 and 5 calls for service were at their lowest in 14 years. We had a second year of significant reductions in traffic collisions-the lowest in 10 years. 2009 saw 1,126 fewer victims of crime in our community compared to 2008.
- Volunteers provide great value to the department and contributed over 15,000 hours of time in support of our programs. This is the equivalent of about eight full time employees. Our dedicated group of 144 active volunteers (a 64% increase over 2008) provided assistance in a variety of areas including the license plate reader program, parking enforcement, sky watch, advanced officer training, and others. We made expansion of the reserve officer program a goal in 2009, intending to double the size of the program which stood at eight officers. Seven new reserve officers started with the department in February 2010. Once trained, this cadre of sworn volunteers will serve in patrol, to help ensure our staffing levels remain high. Explorer Post 2469, the longest standing post in Arizona, is comprised of 33 young people who strive to someday become police officers. During 2009 explorers contributed 4,333 hours of service to department and community events.

| GOAL UPDATES | |
|--|---|
| Goal | Enhance response to crime. |
| Related Council Goal | One community focused on public safety. |
| Was the goal met? | Yes. |
| What were the Performance Measures? | Larceny-theft showed a 7.1% decline. |
| Obstacles/Challenges | The vacancy rate increased from 5.3% in 2008 to 7.8% in 2009 making it a challenge to maintain adequate response to citizen requests for service. |
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| Goal | Enhance community outreach. |
| Related Council Goal | One community focused on public safety. |
| Was the goal met? | Yes. |
| What were the Performance Measures? | At least 16 new Neighborhood Watch programs were initiated in 2009. |
| Obstacles/Challenges | None. |



City of Glendale Budget Summary by Department

Police Department

| FUND NUMBER / BUDGET BY PROGRAM | FY 2010 Actual | FY 2011 Budget | FY 2011 Estimate | FY 2012 Budget | Percent Over FY 2011 Budget |
|--|---------------------------|---------------------------|-----------------------------|---------------------------|--|
| (1000) Central Patrol Bureau | \$10,566,204 | \$10,515,737 | \$10,515,737 | \$10,712,033 | 2% |
| (1000) Crime Investigations | \$8,205,705 | \$8,267,040 | \$8,267,040 | \$8,487,109 | 3% |
| (1000) Foothills Patrol Bureau | \$10,022,820 | \$9,724,831 | \$9,724,831 | \$10,480,476 | 8% |
| (1000) PD - Communications | \$2,483,382 | \$2,364,899 | \$2,364,899 | \$2,255,017 | -5% |
| (1000) PD - Detention | \$2,064,559 | \$1,339,259 | \$1,339,259 | \$1,097,144 | -18% |
| (1000) PD - Emergency Management | \$0 | \$798,161 | \$798,161 | \$737,610 | -8% |
| (1000) PD - Fiscal Management | \$1,386,464 | \$2,568,104 | \$2,568,104 | \$2,839,755 | 11% |
| (1000) PD - Special Operations | \$4,770,310 | \$4,241,005 | \$4,241,005 | \$4,460,707 | 5% |
| (1000) PD - Tow Administration | \$103,795 | \$61,063 | \$61,063 | \$44,128 | -28% |
| (1000) Police Administration | \$2,800,306 | \$2,838,805 | \$2,838,805 | \$2,377,837 | -16% |
| (1000) Police Legal Services | \$206,738 | \$145,530 | \$26,872 | \$4,467 | -97% |
| (1000) Police Personnel Management | \$2,619,168 | \$2,359,090 | \$2,359,090 | \$2,232,275 | -5% |
| (1000) Police Support Services | \$1,869,290 | \$1,335,121 | \$1,335,121 | \$1,330,181 | 0% |
| (1000) PS Training Ctr - Police | \$619,583 | \$577,227 | \$577,227 | \$577,227 | 0% |
| (1281) PD - Fiesta Bowl Event | \$268,125 | \$401,268 | \$401,268 | \$401,268 | 0% |
| (1281) Stadium - PD Event Staffing | \$1,501,860 | \$1,341,354 | \$1,341,354 | \$1,343,947 | 0% |
| (1282) Arena-PD Event Staffing | \$495,334 | \$836,831 | \$836,831 | \$838,135 | 0% |
| (1700) Patrol - Special Revenue Fund | \$9,433,739 | \$12,586,512 | \$12,586,512 | \$14,173,737 | 13% |
| (1840) Grant Approp - Police Dept | \$2,032,316 | \$4,500,000 | \$4,500,000 | \$4,500,000 | 0% |
| (1840) Victim Rights - PD | \$76,201 | \$102,667 | \$102,667 | \$104,752 | 2% |
| (1840) VOCA | \$114,309 | \$117,206 | \$117,206 | \$95,482 | -19% |
| (1842) JAG Recovery Act | \$0 | \$740,863 | \$0 | \$740,863 | 0% |
| (1842) PSSP Police OT Grant | \$0 | \$0 | \$0 | \$75,000 | NA |
| (1842) Stop Violence - Women | \$52,219 | \$115,978 | \$0 | \$84,742 | -27% |
| (1860) Federal RICO | \$26 | \$225,000 | \$225,000 | \$225,000 | 0% |
| (1860) State RICO | \$1,208,209 | \$1,099,389 | \$1,099,389 | \$3,670,053 | 234% |
| (2530) PS Training Ops - Police | \$309,425 | \$331,162 | \$331,162 | \$326,041 | -2% |
| Total - Police Department | \$63,210,087 | \$69,534,102 | \$68,558,603 | \$74,214,986 | 7% |



City of Glendale Budget Summary by Department

Police Department

| BUDGET BY CATEGORIES OF EXPENDITURES | FY 2010 Actual | FY 2011 Budget | FY 2011 Estimate | FY 2012 Budget | Percent Over FY 2011 Budget |
|---|---------------------------|---------------------------|-----------------------------|---------------------------|--|
| Wages/Salaries/Benefits | \$52,013,657 | \$53,224,454 | \$53,105,796 | \$58,201,898 | 9% |
| Supplies and Contracts | \$7,556,217 | \$12,348,928 | \$11,227,087 | \$14,341,705 | 16% |
| Internal Premiums | \$2,011,231 | \$2,403,323 | \$2,403,323 | \$2,201,890 | -8% |
| Internal Service Charges | \$1,886,957 | \$2,382,238 | \$2,382,238 | \$2,147,695 | -10% |
| Operating Capital | \$115,146 | \$102,074 | \$367,074 | \$429,786 | 321% |
| Work Order Credits | (\$373,121) | (\$926,915) | (\$926,915) | (\$3,107,988) | 235% |
| Total - Police Department | \$63,210,087 | \$69,534,102 | \$68,558,603 | \$74,214,986 | 7% |

| STAFFING BY PROGRAM | FY 2010 Actual | FY 2011 Budget | FY 2011 Estimate | FY 2012 Budget | Percent Over FY 2011 Budget |
|--------------------------------------|---------------------------|---------------------------|-----------------------------|---------------------------|--|
| (1000) Central Patrol Bureau | 120 | 120 | 118 | 118 | -2% |
| (1000) Crime Investigations | 85 | 83 | 85 | 85 | 2% |
| (1000) Foothills Patrol Bureau | 116 | 110 | 115 | 115 | 5% |
| (1000) PD - Communications | 35.5 | 32.5 | 30.5 | 30.5 | -6% |
| (1000) PD - Detention | 13 | 10 | 9 | 9 | -10% |
| (1000) PD - Emergency Management | | 6 | 6 | 6 | 0% |
| (1000) PD - Special Operations | 44 | 38 | 39 | 39 | 3% |
| (1000) PD - Tow Administration | 1 | 1 | 1 | 1 | 0% |
| (1000) Police Administration | 26 | 19 | 21 | 21 | 11% |
| (1000) Police Legal Services | 2 | 1 | | | |
| (1000) Police Personnel Management | 29 | 25 | 24 | 24 | -4% |
| (1000) Police Support Services | 31.5 | 19.5 | 24.5 | 24.5 | 26% |
| (1281) Stadium - PD Event Staffing | 2 | 2 | 2 | 2 | 0% |
| (1282) Arena-PD Event Staffing | 1 | 1 | 1 | 1 | 0% |
| (1700) Patrol - Special Revenue Fund | 118 | 118 | 118 | 118 | 0% |
| (1840) Victim Rights - PD | 1 | 1 | 1 | 1 | 0% |
| (1840) VOCA | 1 | 1 | 1 | 1 | 0% |
| (1860) State RICO | 0.5 | 0.5 | 0.5 | 0.5 | 0% |
| (2530) PS Training Ops - Police | 2 | 2 | 2 | 2 | 0% |
| Total -Police Department | 628.5 | 590.5 | 598.5 | 598.5 | 1% |



City of Glendale Budget Summary by Department

Homeland Security

| FUND NUMBER / BUDGET BY PROGRAM | FY 2010 Actual | FY 2011 Budget | FY 2011 Estimate | FY 2012 Budget | Percent Over FY 2011 Budget |
|---------------------------------------|-------------------|-------------------|---------------------|-------------------|--------------------------------|
| (1000) Emergency Operations Ctr (EOC) | \$661,429 | \$0 | \$0 | \$0 | NA |
| (1000) Homeland Security Admin. | \$120,573 | \$0 | \$0 | \$0 | NA |
| Total - Homeland Security | \$782,002 | | | | |

| BUDGET BY CATEGORIES OF EXPENDITURES | FY 2010 Actual | FY 2011 Budget | FY 2011 Estimate | FY 2012 Budget | Percent Over FY 2011 Budget |
|---|-------------------|-------------------|---------------------|-------------------|--------------------------------|
| Wages/Salaries/Benefits | \$524,203 | | | | |
| Supplies and Contracts | \$221,337 | | | | |
| Internal Premiums | \$6,413 | | | | |
| Internal Service Charges | \$30,049 | | | | |
| Total - Homeland Security | \$782,002 | | | | |

| STAFFING BY PROGRAM | FY 2010 Actual | FY 2011 Budget | FY 2011 Estimate | FY 2012 Budget | Percent Over FY 2011 Budget |
|---------------------------------------|-------------------|-------------------|---------------------|-------------------|--------------------------------|
| (1000) Emergency Operations Ctr (EOC) | 6 | | | | |
| (1000) Homeland Security Admin. | 1 | | | | |
| Total -Homeland Security | 7 | | | | |

This department was rolled into the Police Services Department budget and no longer exists. It will be published for the final time in the FY 2012 budget book so that historical activity from FY 2010 is correctly reflected.